
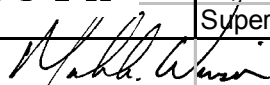


POLICY & PROCEDURE		
	Providing References	
	Supersedes:	Effective: September 1, 2003
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In an effort to attract quality employees and support our current staff in the development of their careers, the City of Duluth will provide meaningful references for its employees. All references will be provided through the Human Resources Department with the aid of appropriate management/supervisory personnel.

Employers performing reference checks upon potential employees will be given information pertinent for determining the employee's qualifications and acceptability for employment. References will be addressed to specific individuals only; we will not provide blanket "To Whom It May Concern" references. References include the following:

- | | |
|------------------------|---------------------------|
| 1) Dates of employment | 5) Job description/duties |
| 2) Titles held | 6) Performance* |
| 3) Wage rate/salary | 7) Reasons for separation |
| 4) Hours worked | |

* Job performance may include achievement, attendance, attitude, awards, character, demotions, disciplinary action, effort, evaluations, knowledge, promotions, and skills.

Guidelines:

- 1) Only written requests for reference checks will be accommodated.
- 2) Responses will also be in written form only, sent in an envelope marked "Confidential".
- 3) Reference check requests and responses will be retained in personnel files.

General rules to follow when providing references:

- 1) No over the phone requests.
- 2) Refer all outside requests to Human Resources.
- 3) Management/Supervisory personnel may draft employee requested references; however, Human Resources must review and give final approval.
- 4) References based upon documented behavior only.
- 5) No blanket "To Whom It May Concern" references.
- 6) Do not volunteer information.
- 7) Never add own opinions or interpretations for employee's actions.
- 8) Never give personal information pertaining to sex, race, age, medical condition, or personal problems.
- 9) The City of Duluth will require a signed statement from prospective employer granting employee's permission to receive said information.